

UP 911 Authority's Virtual Consolidation Project

**Providing 9-1-1 Services in the
Upper Peninsula**

Gary Johnson ENP, Manager
Marquette County Central Dispatch

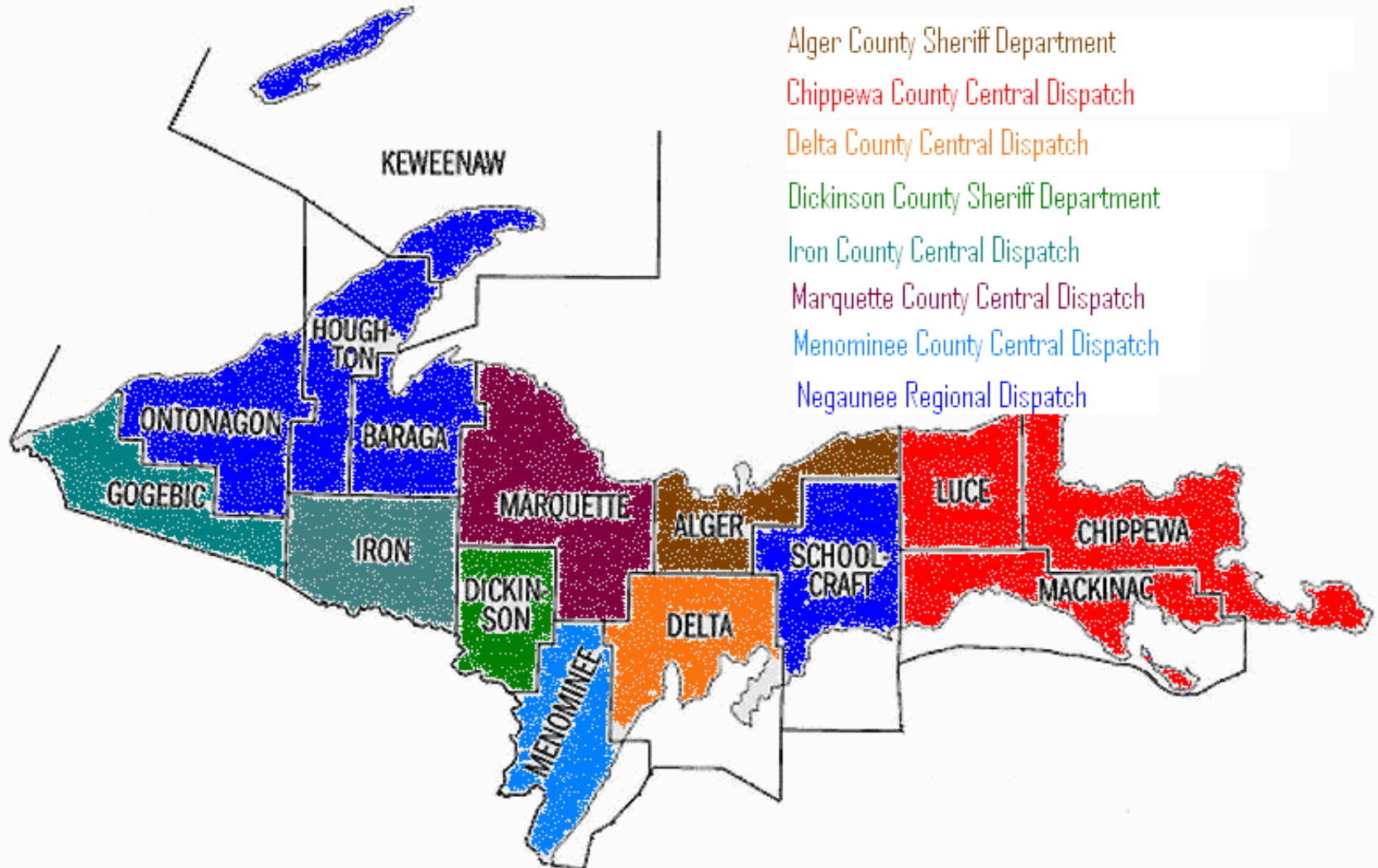
Today's Agenda

- Project Background
- Where we are - Today
- Where are we going

Project Background

- Discussions began in 2006
 - 9-1-1 Funding Legislation
 - Dispatcher Training Standards
 - Desire to Share Equipment & Maintenance Costs
 - Grants
 - Equipment reaching or past life-cycle
- Consolidation thinking....Why a Virtual Consolidation?

PSAP'S Today



PSAP CAD's Prior to Project

- Alger – No CAD
- Chippewa – Positron CAD – old
- Delta – RMS – New World – Non-specific
- Dickinson – No CAD
- Iron – No CAD
- Marquette – Plant CAD
- Menominee – No CAD
- Negaunee – Plant CAD

PSAP CPE Prior to Project

- Alger – Positron
- Chippewa – Positron
- Delta – Positron
- Dickinson – Motorola
- Iron – Positron
- Marquette – Plant
- Menominee – Positron
- Negaunee – Plant

Grant Funding

- 2008 The Region 8 Homeland Security Board was awarded a PSIC Grant for our Virtual Consolidation Project
- Grant Award \$1,625,028
- Our Grant proposal included the formation of an Authority to provide governance for the project

UP 911 Authority

- Formed using the Urban Cooperation Act
- Upper Peninsula Commission on Area Progress (UPCAP) provides staff to oversee Authority
- All Fifteen Counties are members
- Each County Board appoints a Representative
- The Authority owns equipment, seeks grants, signs contracts

UP 911 Authority Agreement

- UP 911 Authority is responsible for coordinating and providing a variety of services to the Participating Municipalities with respect to 911 emergency call answering and service dispatching within the Upper Peninsula of Michigan.

Objectives of UPA

- Increase coordination & efficiencies
- Financial stability and local control
- Promote economies of scale
- Promote standardization & Interoperability
- Regional commitment to members that they will be served
- Back each other up

Region 8 Dispatch Consolidation and Connectivity

- Additional grant funding secured
- \$ 387,480.00 PSIC Grant
- \$ 250,000.00 COPS Tech. Grant
- \$ 42,500.00 HSGP Planning Grant
- \$ 321,888.00 County Contributions
(Needed for cash flow)
- \$2,626,788.00 Total Funding

Project Implementation

- Authority hired a consultant – PSC Alliance to assist in project implementation
- Developed RFP for shared CAD
- Separate RFP developed for Network Connectivity
- Seven vendors provided bids for the CAD in August of 2010
- Three vendors provided bids for the Network

Project Implementation

- Bids were reviewed by the Consultant and the Technical Committee from the Authority
- CAD System was awarded to Sungard Public Sector – OSS I CAD
- Network Connectivity was awarded to the Peninsula Fiber Network (PFN)
- Negaunee Regional Dispatch chose not to participate in the project

CAD System

- Primary server cluster located in Chippewa County Central Dispatch Center
- Disaster Recovery/Back-up server cluster located in Marquette County Central Dispatch Center
- Twenty one workstations at seven UP PSAP connected to the servers
- Total of 295 agencies Dispatched
 - 96 Law
 - 76 EMS
 - 123 Fire

42 U

1 U
1 U
2 U
2 U



MQCDOSSI (Services Workstation)

UPOPS (OpCenter Server)

UPDC1 (domain controller)

Tape Backup

UPBACKUP (Backup Server)

KVM Monitor

UPMSGSW (Stratus 2600 Site ID 22664)

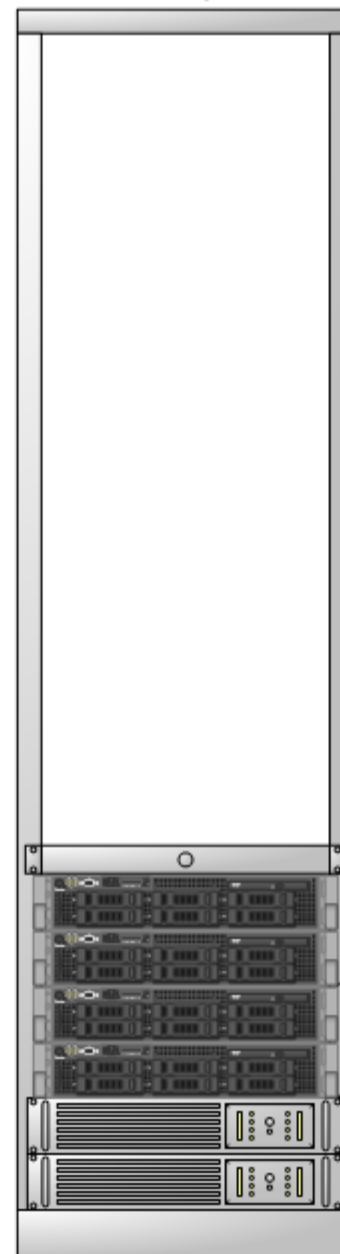
UPCAD (Stratus 5400 Site ID 22667)

UPS

Chippewa County

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1 U
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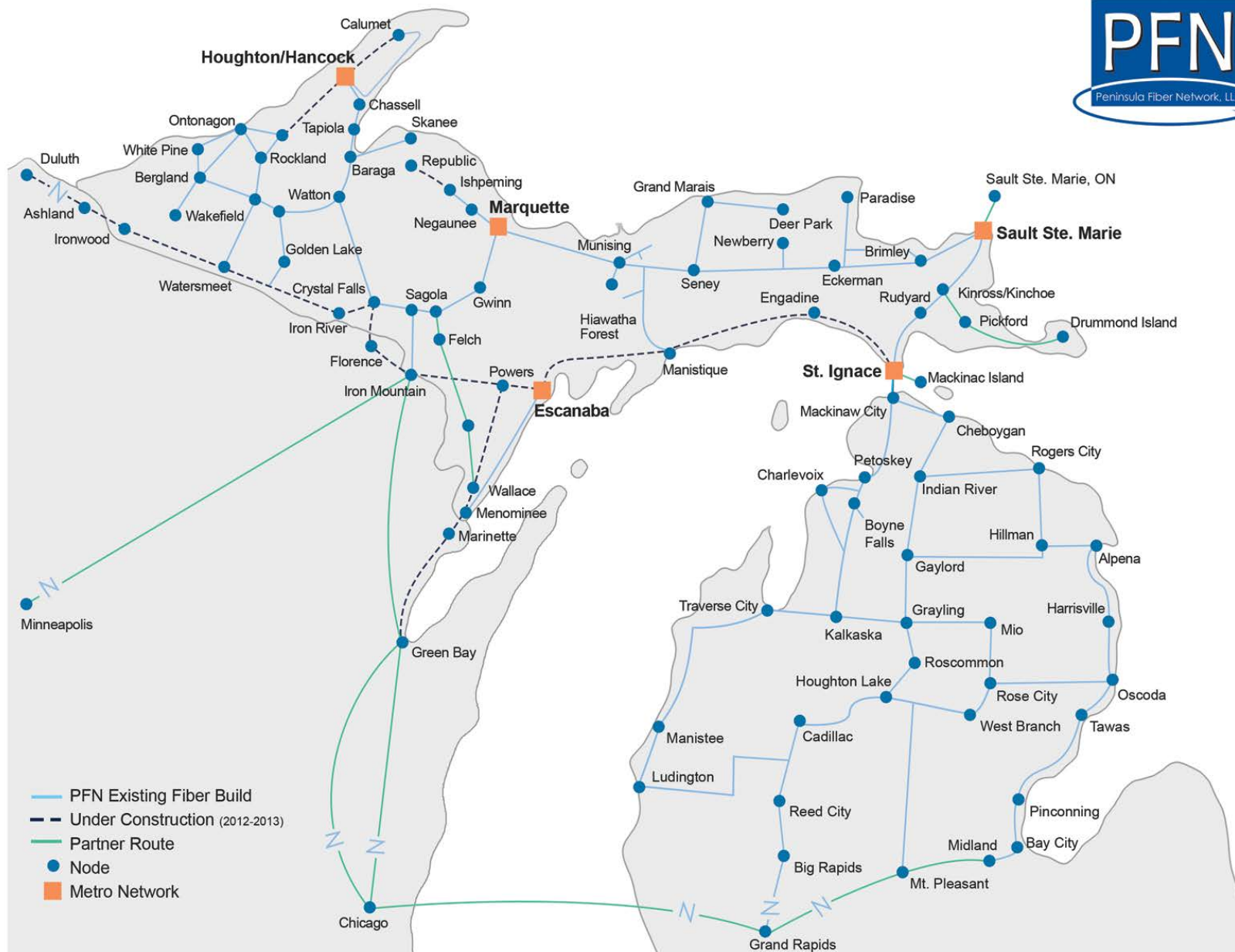
KVM Monitor

UPMSGSW (Stratus 2600 Site ID 22664)

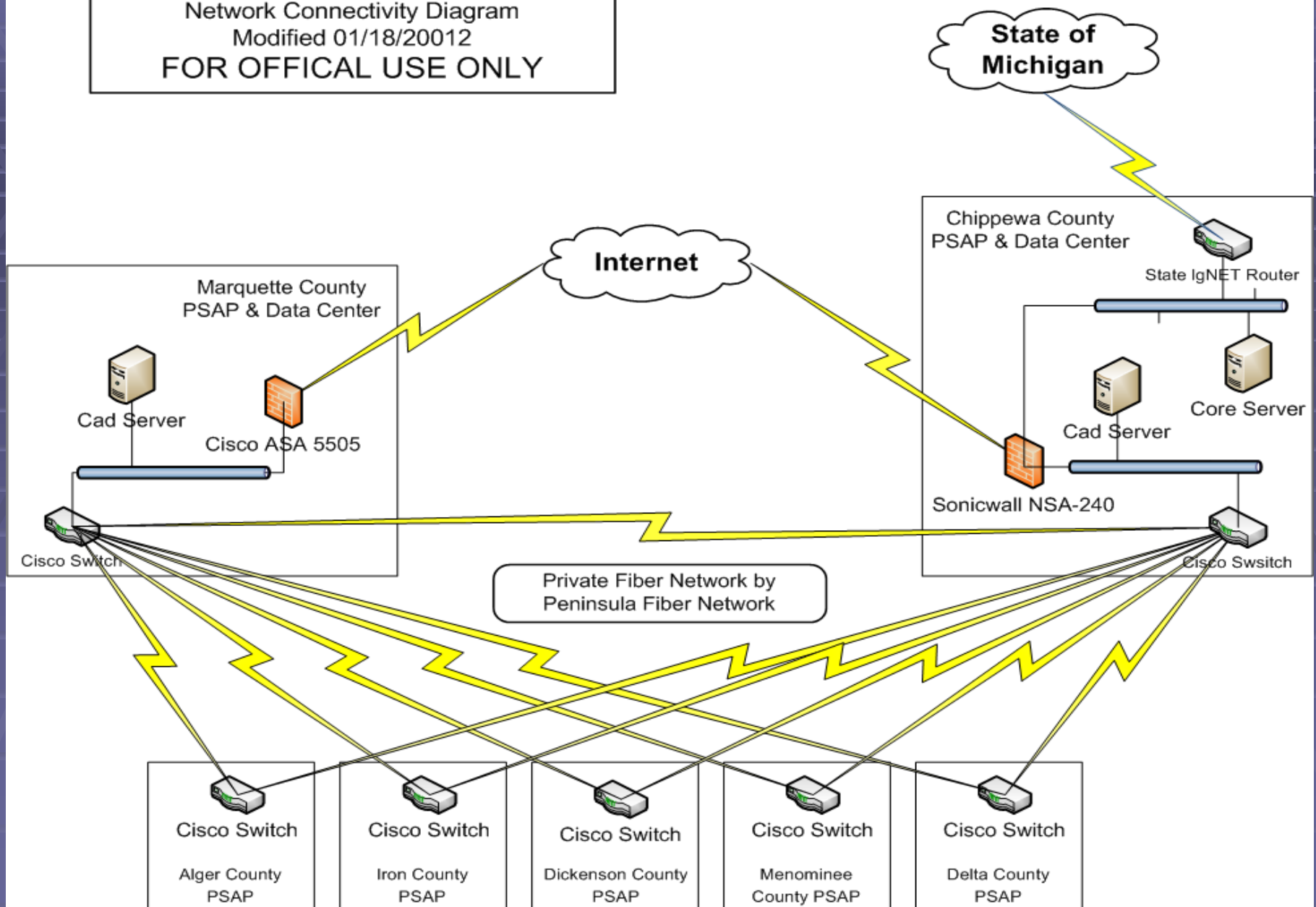
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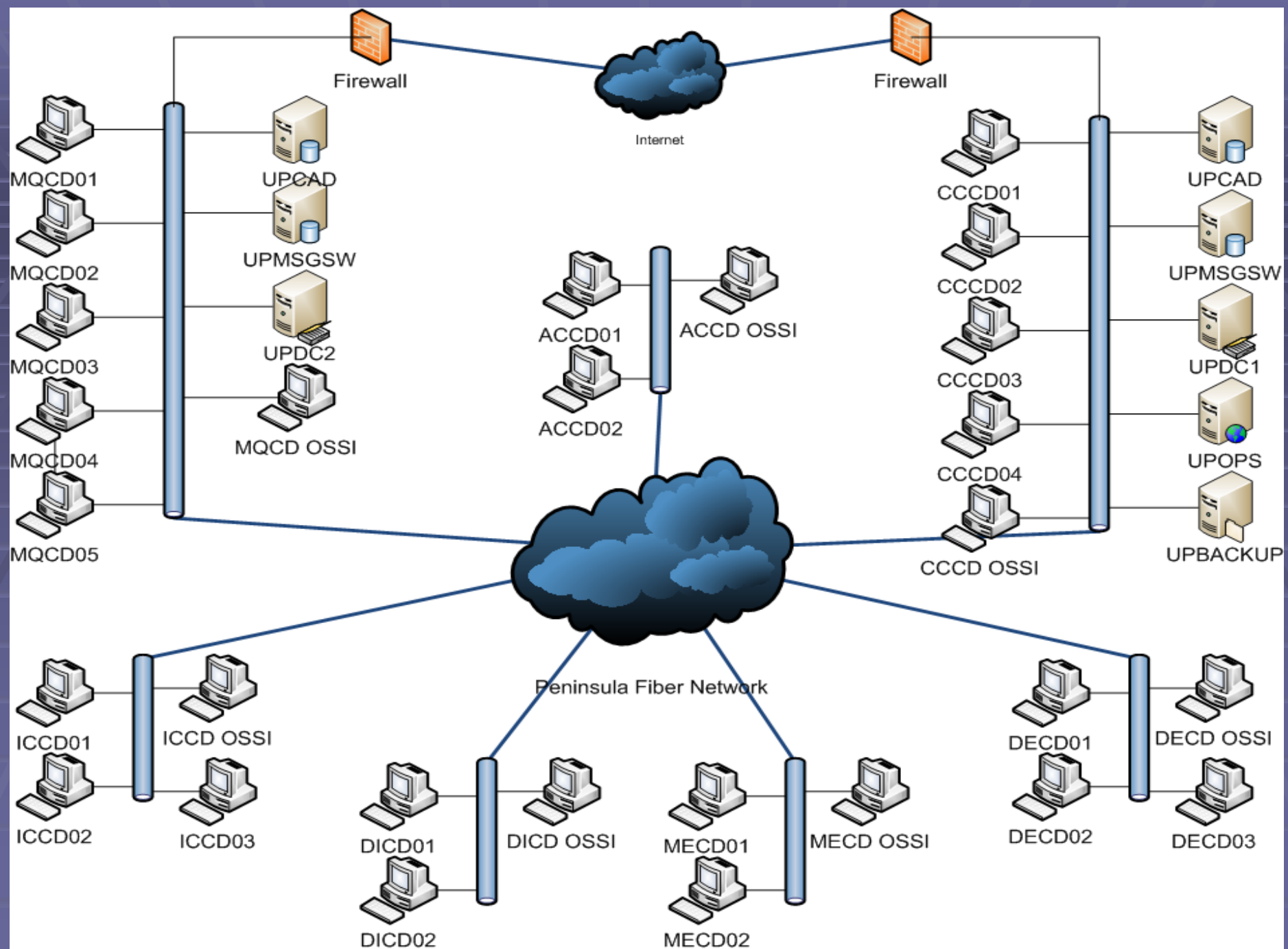
UPS

Marquette County



UP 911 Network Diagram
Network Connectivity Diagram
Modified 01/18/20012
FOR OFFICAL USE ONLY





Next Generation CPE

- Once CAD & Network projects were awarded enough grant funding remained for purchase of CPE
- RFP developed
- Three vendors submitted bids
- Intrado Inc. was awarded the contract for the Viper system
- Six of the seven PSAP received the CPE, Iron County had an existing Viper system

Total Expenditures

| | |
|---------------|-------------|
| ■ \$789,000 | CAD |
| ■ \$352,000 | Network |
| ■ \$940,000 | 911 CPE |
| ■ \$230,000 | Consultants |
| ■ \$2,311,000 | Total |

Project Status Today

- Ten Counties – serviced by seven PSAP share a CAD system, Fiber Network, and have common CPE
- Negaunee Regional is using Motorola CAD and will be purchasing NG CPE
- Use of common SOP & best practices through CAD Work Group

Project Status Today

- Cost Sharing formula developed by the UP Authority based on number of workstations
- UP Authority is the contract holder & owner of equipment
- Memorandum of Understanding with CCE Dispatch Authority. CAD to CAD connection, Common CPE, and network connection

Future

- Continue working with PFN on the Expansion of the UP Fiber Network to include the TrollNet
- Next Generation 911 IP Telephone network
- LEIN through redundant LGnet connections
- Standardized Emergency Medical Dispatching
- Promote Minimum Dispatcher Training Standards
- Promote standard policies and protocols
- IP Radios (CGAP Grant request)
- IP Recorders
- Promote future consolidations

Questions ??

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